

























## Scorecard &gt;

1.0 Customer						 ADD
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal	
<u>Expand Community Outreach Program (NU2-1)</u>						
 <u>Outreach Events (Neighborhood P.R.I.D.E. Program)</u>	Mar 2007	127	40	683	240	
 <u>Community Meetings</u>	Mar 2007	104	45	525	270	
<u>Increase Access to Government Services (NU2-2)</u>						
 <u>Citizens Reached</u>	Mar 2007	30,201	20,000	104,842	80,000	
 <u>Government on the Go Bus (Sites Visited)</u>	Mar 2007	44	30	217	180	
 <u>Citizens' Academy Registrants</u>	Mar 2007	0	0	22	30	
 <u>Team Metro Portal Web-site visits</u>	Mar 2007	27,985	15,000	109,833	90,000	
<u>Improve Customer Satisfaction</u>						
 <u>Telephone Recognition Program</u>	Mar 2007	74 %	90 %	79 %	90 %	
 <u>Telephone Recognition Program (Administration)</u>	Mar 2007	67 %	90 %	79 %	90 %	
 <u>Telephone Recognition Program (Operations)</u>	Mar 2007	63 %	90 %	69 %	90 %	
<u>Improve Neighborhood Compliance (NU4-1)</u>						
 <u>Percent of Voluntary Compliance (Abandoned Property)</u>	Mar 2007	79 %	65 %	423 %	390 %	
 <u>Percent of Voluntary Compliance (Junk/Trash/Overgrowth)</u>	Mar 2007	54 %	65 %	72 %	65 %	
 <u>Effective Lien Settlement and Collection</u>	Mar 2007	142	150	942	900	
<u>Improve Code Compliance Responsiveness (NU4-2)</u>						
 <u>Average Days to 1st Inspection for Abandoned Property</u>	Mar 2007	4	15	34	90	
 <u>Average Days to 1st Inspection for Junk/Trash/Overgrowth</u>	Mar 2007	2	15	28	90	
 <u>Average Days to 1st Inspection for Minimum Housing</u>	Mar 2007	3	15	16	90	
<u>Beautify Residential Areas (NU5-1)</u>						
 <u>Percent of Signs Removed (Sortie)</u>	Mar 2007	77 %	85 %	90 %	85 %	
 <u>Percent of Enforcement Cases Closed</u>	Mar 2007	50 %	90 %	88 %	90 %	
 <u>Percentage of Graffiti Cases Closed</u>	Mar 2007	99 %	90 %	98 %	90 %	
2.0 Financial						 ADD
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal	
<u>Meet Budget Targets (Team Metro)</u>						
 <u>Revenue: Total (Team Metro)</u>	FY07 Q2	\$1,521 K	\$4,913 K	\$2,940 K	\$9,826 K	
 <u>Expen: Total (Team Metro)</u>	FY07 Q2	\$5,238 K	\$4,914 K	\$9,879 K	\$9,828 K	
 <u>Positions: Full-Time Filled (Team Metro)</u>	FY07 Q2	228	247	n/a	n/a	
3.0 Internal						 ADD
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal	
<u>Employee Retention</u>						
 <u>Vacant Positions</u>	Mar 2007	19	15	102	90	
 <u>Monthly Turnover</u>	Mar 2007	0.4 %	1.0 %	2.0 %	6.0 %	
 <u>Temporary Positions</u>	Mar 2007	2	2	13	32	
<u>Acquire and Integrate Technology (ES4-5)</u>						
 <u>Monthly Performance Index (IPR)</u>	Mar 2007	78	80	438	480	
4.0 Learning and Growth						 ADD
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal	

Training and Education (NU2-3)					
 Employees Trained (Total)	Mar 2007	135	18	504	108
 Training Hours Provided	Mar 2007	23	12	49	36

Initiatives >

Scorecard Details >

Exception Report	Owners	Monitors
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Scorecard Name:	Team Metro	<a href="#">Daniel, Aneisha</a> <a href="#">Walthour, Sam</a> <a href="#">Shorunke, Bolanle</a> <a href="#">Utset, Ana</a>
Description:		<a href="#">Anderson, Michael</a>

Parent Scorecards	Child Scorecards
<a href="#">ACM Scorecard - Munoz, Alex</a>	<a href="#">Team Metro - Northside</a>
	<a href="#">Team Metro - Kendall</a>
	<a href="#">Team Metro - Melrose</a>
	<a href="#">Team Metro - Northwest</a>
	<a href="#">Team Metro - South</a>
	<a href="#">Team Metro - Northeast</a>
	<a href="#">Team Metro - Tamiami</a>
	<a href="#">Team Metro - West</a>
	<a href="#">Team Metro - Administration</a>
	<a href="#">Team Metro - Operations</a>

External Applications >

 <a href="#">Business Plan</a>
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Attachments >

Title	Status	Check Out
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## Customer Perspective

Objective Name	Owner(s)
Expand Community Outreach Program (NU2-1)	Aneisha Daniel


Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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### Parent Objectives









Measure	Owner(s)
Outreach Events (Neighborhood P.R.I.D.E. Program)	Suzanne Salichs Jennifer Armand Newton Blanc Aneisha Daniel Olga Espinosa

Departmental number of outreach projects including, wall paint outs, litter pick ups, community information fairs, information sweeps, hurricane fairs, school events, beautification projects, etc. This data is collected on a monthly basis by regional office.

Performance	Initiatives Linked To Measure	Owner(s)
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Ind	Actual	Goal	Variance	Date
	127	40	87	3/31/2007



Child Measures Linked To Measure				
Ind	Name	Actual	Goal	Date
	Kendall Office PRIDE Projects	14	10	Mar 2007
	Melrose Office PRIDE Projects	37	8	Mar 2007
	Northeast Office PRIDE Projects	14	6	Mar 2007
	Northside Office PRIDE Projects	8	6	Mar 2007
	Northwest Office PRIDE Projects	9	5	Mar 2007
	South Office PRIDE Projects	15	5	Mar 2007
	Tamiami Office PRIDE Projects	15	6	Mar 2007
	West Office PRIDE Projects	15	6	Mar 2007

Measure	Owner(s)
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Community Meetings

Jennifer Armand Aneisha Daniel Olga Espinosa Grisel Rodriguez  
Suzanne Salichs

Number of community meetings attended by Team Metro staff

Performance	Initiatives Linked To Measure	Owner(s)
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Ind	Actual	Goal	Variance	Date
	104	45	59	3/31/2007



Child Measures Linked To Measure
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Ind	Name	Actual	Goal	Date
	Kendall Office Community Meetings	18	6	Mar 2007
	Melrose Office Community Meetings	5	5	Mar 2007
	Northeast Office Community Meetings	11	6	Mar 2007
	Northside Office Community Meetings	12	6	Mar 2007
	Northwest Office Community Meetings	22	5	Mar 2007
	South Office Community Meetings	11	5	Mar 2007
	Tamiami Office Community Meetings	15	6	Mar 2007
	West Office Community Meetings	10	6	Mar 2007

**Objective Name****Owner(s)**

Beautify Residential Areas (NU5-1)

Aneisha Daniel

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives****Parent Objectives****Measure****Owner(s)**

Percent of Signs Removed (Sortie)

Jennifer Armand Aneisha Daniel

Percentage of signs removed from the public right-of-way within 10 days of complaint (Chapter 2). Data Source: Service Stat

**Performance****Initiatives Linked To Measure****Owner(s)**

Ind	Actual	Goal	Variance	Date
■	77 %	85 %	(8) %	3/31/2007

**Child Measures Linked To Measure**











Ind	Name	Actual	Goal	Date
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Measure	Owner(s)
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Percent of Enforcement Cases Closed	Aneisha Daniel
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Percentage of junk/trash and overgrowth (Chapter 19 - nuisance) complaints responded from case open to case closed within 90 days. Data Source: Service Stat

Performance					Initiatives Linked To Measure		Owner(s)
Ind	Actual	Goal	Variance	Date	Child Measures Linked To Measure		
	50 %	90 %	(40) %	3/31/2007			
<div><div>Percent of Enforcement...</div><div></div><div>↑ good direction      updated: 4/16/2007</div></div>							
	Percent of Enforcement Cases Closed (Kendall)				110 %	90 %	Jan 2007
	Percent of Enforcement Cases Closed (Melrose)				65 %	90 %	Jan 2007
	Percent of Enforcement Cases Closed (Northeast)				133 %	90 %	Jan 2007
	Percent of Enforcement Cases Closed (Northside)				86 %	90 %	Jan 2007
	Percent of Enforcement Cases Closed (Northwest)				88 %	90 %	Jan 2007
	Percent of Enforcement Cases Closed (South)				71 %	90 %	Jan 2007
	Percent of Enforcement Cases Closed (Tamiami)				105 %	90 %	Jan 2007
	Percent of Enforcement Cases Closed (West)				113 %	90 %	Jan 2007




Measure	Owner(s)
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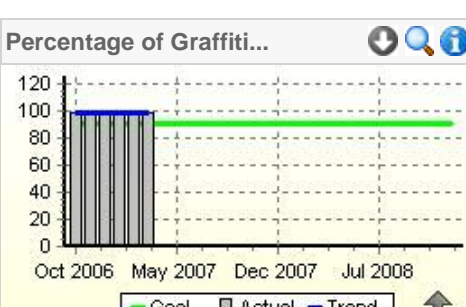
Percentage of Graffiti Cases Closed	Aneisha Daniel
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Percentage of graffiti cases (Chapter 21) from case open date to closed within 30 days. Data Source: Service Stat

Performance					Initiatives Linked To Measure		Owner(s)		
Ind	Actual	Goal	Variance	Date	Child Measures Linked To Measure				
	99 %	90 %	9 %	3/31/2007	Ind	Name	Actual	Goal	Date

Percentage of Graffiti...





 good direction

updated: 4/10/2007

**Objective Name****Owner(s)**

Increase Access to Government Services (NU2-2)

Aneisha Daniel Sam Walthour

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives****Parent Objectives****Measure****Owner(s)**

Citizens Reached

Aneisha Daniel Sam Walthour

**Performance**

Ind	Actual	Goal	Variance	Date
▲	30,201	20,000	10,201	3/31/2007

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
▲	Government on the Go Bus (Citizens Reached)	1,059	950	Mar 2007
	Regional Office Walk-Ins	11,098	n/a	Mar 2007
▲	Regional Office Phone Calls Received	18,044	10,000	Mar 2007

**Measure**
**Owner(s)**

Government on the Go Bus (Sites Visited)

Maria Dela-Milera Aneisha Daniel Olga Espinosa Grisel Rodriguez

Number of sites visited by two Government on the Go Buses

**Performance**

Ind	Actual	Goal	Variance	Date
	44	30	14	3/31/2007


**Initiatives Linked To Measure**
**Owner(s)**
**Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
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**Measure**
**Owner(s)**

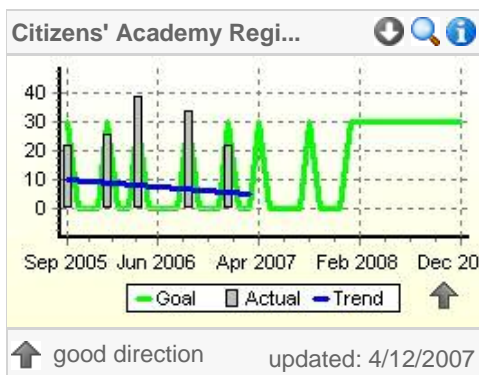
Citizens' Academy Registrants

Jennifer Armand Lourdes Avalos Aneisha Daniel Olga Espinosa  
Grisel Rodriguez Suzanne Salichs

Number of residents who register for the Team Metro Citizens' Academy on a monthly basis. Note: The Academy is a 13-week program so students would actually not be registering every month, but the Academy calendar also does not fall into the fiscal quarter.

**Performance**

Ind	Actual	Goal	Variance	Date
	0	0	0	3/31/2007


**Initiatives Linked To Measure**
**Owner(s)**
**Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
	Citizens' Academy Graduates	13	20	Apr 2007




## Measure

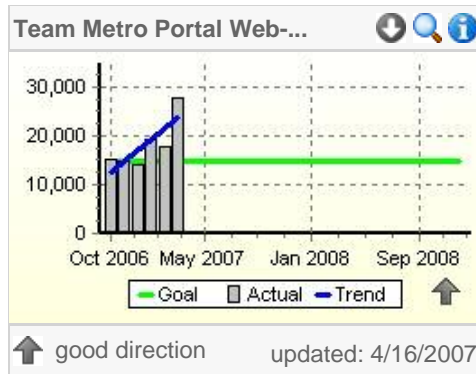
Owner(s)

Team Metro Portal Web-site visits

Aneisha Daniel Ana Utset Sam Walthour

## Performance

Ind	Actual	Goal	Variance	Date
	27,985	15,000	12,985	3/31/2007



## Initiatives Linked To Measure

Owner(s)

## Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
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**Objective Name****Owner(s)**

Improve Customer Satisfaction

Aneisha Daniel

**Initiatives Linked To Objective****Owner(s)**

Customer Feedback Plan

Aneisha Daniel

**GrandParent Objectives****Parent Objectives****Measure****Owner(s)**

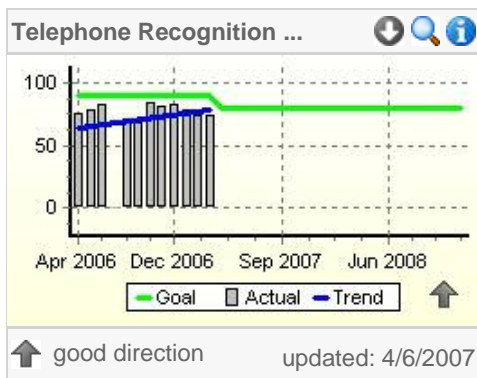
Telephone Recognition Program

Jennifer Walker Aneisha Daniel

Departmental program for monitoring how employees interact with customers by phone by division

**Performance**

Ind	Actual	Goal	Variance	Date
▼	74 %	90 %	(17) %	3/31/2007

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
▼	Telephone Recognition Program (Kendall)	78 %	90 %	Mar 2007
▼	Telephone Recognition Program (Melrose)	78 %	90 %	Mar 2007
▼	Telephone Recognition Program (Northeast)	65 %	90 %	Mar 2007
▼	Telephone Recognition Program (Northside)	69 %	90 %	Mar 2007
▼	Telephone Recognition Program (Northwest)	68 %	90 %	Mar 2007
▼	Telephone Recognition Program (South)	74 %	90 %	Mar 2007
▼	Telephone Recognition Program (Tamiami)	77 %	90 %	Mar 2007
▼	Telephone Recognition Program (West)	79 %	90 %	Mar 2007

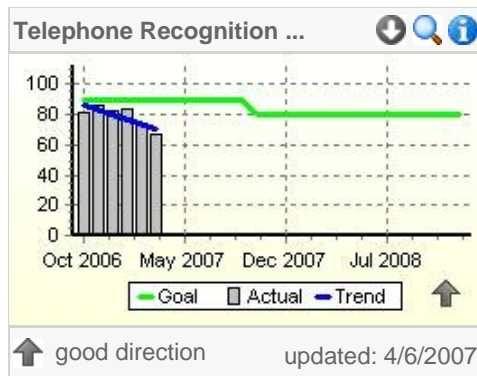
Measure	Owner(s)
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Telephone Recognition Program (Administration)

Aneisha Daniel Jennifer Walker

Performance
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Ind	Actual	Goal	Variance	Date
▼	67 %	90 %	(23) %	3/31/2007



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure
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Ind	Name	Actual	Goal	Date
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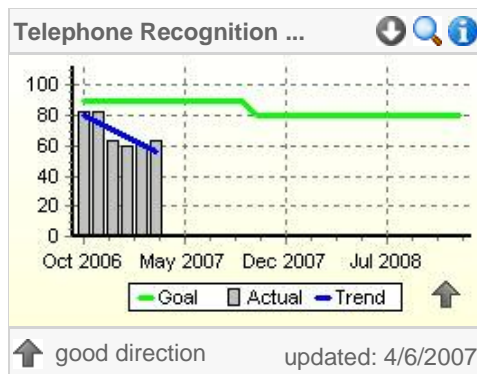
Measure	Owner(s)
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Telephone Recognition Program (Operations)

Aneisha Daniel Jennifer Walker

Performance
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Ind	Actual	Goal	Variance	Date
▼	63 %	90 %	(27) %	3/31/2007



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure
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Ind	Name	Actual	Goal	Date
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Objective Name	Owner(s)
Improve Neighborhood Compliance (NU4-1)	Aneisha Daniel


Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives
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Parent Objectives
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Measure	Owner(s)
Percent of Voluntary Compliance (Abandoned Property)	Jennifer Armand Aneisha Daniel

Percentage of abandoned property brought into compliance through a warning letter. Data Source: CMS (Project Type 15)

Performance				
Ind	Actual	Goal	Variance	Date
	79 %	65 %	14 %	3/31/2007

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure				
Ind	Name	Actual	Goal	Date



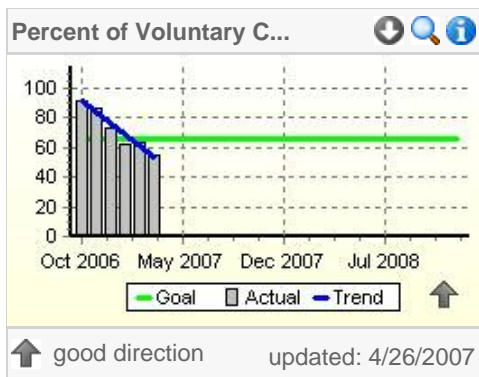
Measure	Owner(s)
Percent of Voluntary Compliance (Junk/Trash/Overgrowth)	Aneisha Daniel

Percentage of junk, trash and overgrowth brought into compliance through a warning letter. Data Source: CMS (Project Type 13)

Performance				
Ind	Actual	Goal	Variance	Date
▼	54 %	65 %	(11) %	3/31/2007

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure				
Ind	Name	Actual	Goal	Date



Measure	Owner(s)
Effective Lien Settlement and Collection	Michael Anderson Carmen Murga

Performance				
Ind	Actual	Goal	Variance	Date
■	142	150	(8)	3/31/2007

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure				
Ind	Name	Actual	Goal	Date
▲	Total number of Notice Of Intent to Lien (NOIL)	227	100	Mar 2007
▲	Total number of Liens recorded	251	70	Mar 2007



**Objective Name****Owner(s)**

Improve Code Compliance Responsiveness (NU4-2)

Aneisha Daniel


**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives****Parent Objectives****Measure****Owner(s)**

Average Days to 1st Inspection for Abandoned Property

Jennifer Armand Aneisha Daniel

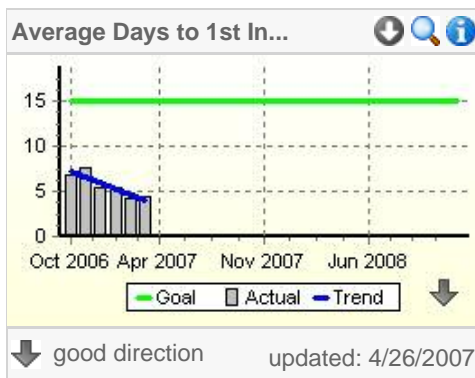
Average Days From Open to 1st Inspection for Abandoned Property (Chapter 19). Data Source: CMS (Project Type 15)

**Performance**

Ind	Actual	Goal	Variance	Date
	4	15	11	3/31/2007

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
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Measure	Owner(s)
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Average Days to 1st Inspection for Junk/Trash/Overgrowth

Jennifer Armand Aneisha Daniel

Average Days From Open to 1st Inspection for Junk/Trash/Overgrowth (Chapter 19). Data Source: CMS (Project Type 13)

Performance				
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Ind	Actual	Goal	Variance	Date
	2	15	13	3/31/2007

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure				
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Ind	Name	Actual	Goal	Date
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Measure	Owner(s)
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Average Days to 1st Inspection for Minimum Housing

Jennifer Armand Aneisha Daniel

Average Days From Open to 1st Inspection for Minimum Housing (Chapter 17). Data Source: CMS (Project Type 50, 55, 57)

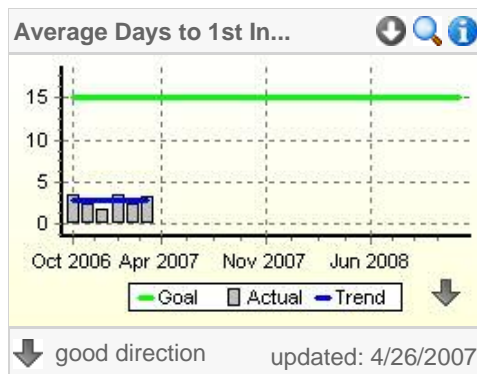
Performance				
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Ind	Actual	Goal	Variance	Date
	3	15	12	3/31/2007

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure				
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Ind	Name	Actual	Goal	Date
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## Financial Perspective

### Objective Name

Owner(s)

Meet Budget Targets (Team Metro)

Doralyn Braithwaite Aneisha Daniel Sam Walthour

### Initiatives Linked To Objective

Owner(s)

Regional Office Revenue Targets

Aneisha Daniel

### GrandParent Objectives

Planned necessary resources to meet current and future operating and capital needs (priority outcome)

### Parent Objectives

(ES8.2.1) Meet Budget Targets

### Measure

Owner(s)

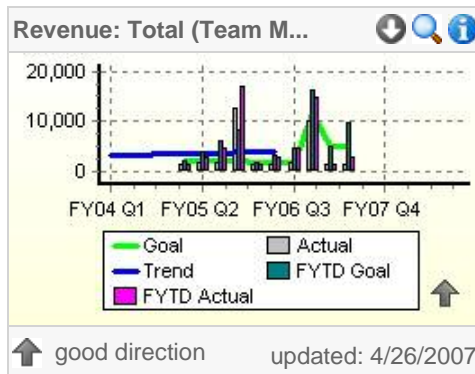
Revenue: Total (Team Metro)

Doralyn Braithwaite Aneisha Daniel Sam Walthour

Total revenue in \$1,000s (from FAMIS)

### Performance

Ind	Actual	Goal	Variance	Date
☑	\$1,521 K	\$4,913 K	\$(3,392) K	3/31/2007



### Initiatives Linked To Measure

Owner(s)

### Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
☑	Team Metro Code Fines & Fees Revenue	268	262	FY07 Q2
☑	Team Metro Direct Sales & Misc Revenue	339	211	FY07 Q2
☑	Team Metro GF Revenue	0	0	FY07 Q2
☑	Team Metro Lien Collection Revenue	914	1,175	FY07 Q2



**Measure**
**Owner(s)**

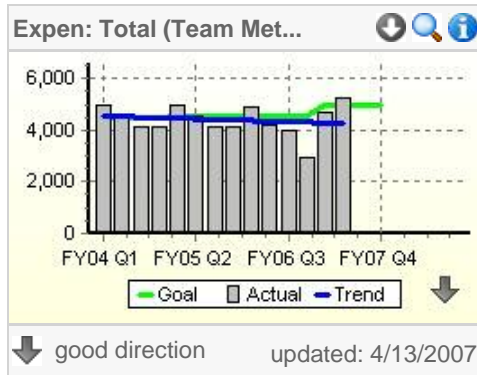
Expen: Total (Team Metro)

Doralyn Braithwaite Aneisha Daniel Sam Walthour

Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)

**Performance**

Ind	Actual	Goal	Variance	Date
☑	\$5,238 K	\$4,914 K	\$(324) K	3/31/2007


**Initiatives Linked To Measure**
**Owner(s)**
**Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
☐	Expen: Personnel (Team Metro)	\$4,379	\$4,201	FY07 Q2
☑	Expen: Other Operating (Team Metro)	\$858	\$698	FY07 Q2
☒	Expen: Capital (Team Metro)	\$1	\$15	FY07 Q2

**Measure**
**Owner(s)**

Positions: Full-Time Filled (Team Metro)

Sam Walthour

The "actual" reflects the number of full-time positions that are filled; the "goal" reflects the number of full-time budgeted positions.

**Performance**

Ind	Actual	Goal	Variance	Date
☑	228	247	(19)	3/31/2007


**Initiatives Linked To Measure**
**Owner(s)**
**Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
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Internal Perspective

Objective Name	Owner(s)
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Employee Retention	Aneisha Daniel Jennifer Walker
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Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives
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Measure	Owner(s)
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Vacant Positions	Jennifer Walker
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Maintain departmental stats on vacant positions

Performance
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Ind	Actual	Goal	Variance	Date
☑	19	15	(4)	3/31/2007

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure
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Ind	Name	Actual	Goal	Date
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Measure	Owner(s)
Monthly Turnover	Michael Anderson Jennifer Walker

Monthly turnover calculated # separations/total positions

Performance				
Ind	Actual	Goal	Variance	Date
	0.4 %	1.0 %	0.6 %	3/31/2007




Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure				
Ind	Name	Actual	Goal	Date

Measure	Owner(s)
Temporary Positions	Jennifer Walker

Maintain departmental stats on temporary positions

Performance				
Ind	Actual	Goal	Variance	Date
	2	2	0	3/31/2007



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure				
Ind	Name	Actual	Goal	Date

**Objective Name****Owner(s)**

Acquire and Integrate Technology (ES4-5)

Aneisha Daniel Ana Utset

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives****Parent Objectives****Measure****Owner(s)**

Monthly Performance Index (IPR)

Aneisha Daniel

**Performance**

Ind	Actual	Goal	Variance	Date
■	78	80	(2)	3/31/2007

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
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Learning and Growth Perspective

Objective Name	Owner(s)
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Training and Education (NU2-3)	Aneisha Daniel
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Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives
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Measure	Owner(s)
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Employees Trained (Total)	Lourdes Avalos Aneisha Daniel Suzanne Salichs
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The number of employees trained by regional office (2 per office).

Performance
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Ind	Actual	Goal	Variance	Date
	135	18	117	3/31/2007



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure
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Ind	Name	Actual	Goal	Date
	Employees Trained (Central)	8	2	Mar 2007
	Employees Trained (Kendall)	22	2	Mar 2007
	Employees Trained (Melrose)	9	2	Mar 2007
	Employees Trained (Northeast)	17	2	Mar 2007
	Employees Trained (Northside)	17	2	Mar 2007
	Employees Trained (Northwest)	14	2	Mar 2007
	Employees Trained (South)	11	2	Mar 2007
	Employees Trained (Tamiami)	18	2	Mar 2007
	Employees Trained (West)	19	2	Mar 2007

**Measure**
**Owner(s)**

Training Hours Provided

Lourdes Avalos Jennifer Armand Aneisha Daniel Suzanne Salichs


Total amount of training hours provided by the Community Education Unit.

**Performance**

Ind	Actual	Goal	Variance	Date
▲	23	12	11	3/31/2007


**Initiatives Linked To Measure**
**Owner(s)**
**Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
▲	Number of Hours Trained for External Clients	0	0	Mar 2007
▲	Number of Hours Trained for Internal Staff	23	12	Mar 2007

Initiatives Linked To Scorecard						
Name	Project	Status	%	\$		Owner(s)